



*Your needs. Our tools.**

P.O. Box 6344

Fargo, ND 58125-6344 (866) 229-9625 Fax

Merchant Name:

Dispute Amount:

Post Date:

Transaction Amount:

I have examined the charges made to my account and I am disputing the above item for one of the following reasons:

1. _____ The sales receipt amount was increased from \$ _____ to \$ _____.
2. _____ I did not authorize nor did I participate in the transaction.
3. _____ Although I did participate in a transaction with the merchant, I was billed for _____ transactions totaling \$ _____ that I did not engage in, nor did anyone authorized to use my card. I do have my credit card in my possession. Enclosed is a copy of my authorized sales slip.
4. _____ I did participate in the transaction. However, I paid for the transaction using another form of payment. (Describe form of payment): _____. Enclosed is a copy of my form of payment (i.e. canceled check, other credit card statement, cash receipt, etc.).
5. _____ I did not receive \$ _____ from an ATM located at _____.
6. _____ I have not received the merchandise which was to have been shipped to me. The expected delivery date was _____ (MM/DD/YY). I contacted the merchant _____ (MM/DD/YY) and requested that my account be credited. I spoke with _____ (name).
7. _____ Merchandise was shipped to me which arrived damaged and/or defective (circle one) on _____ (MM/DD/YY). I returned it on _____ (MM/DD/YY). I contacted the merchant on _____ (MM/DD/YY) and requested that my account be credited. I spoke with _____ (name). Enclosed is an explanation of how the merchandise was damaged or defective.
8. _____ I notified the merchant on _____ (MM/DD/YY) at _____ am/pm to cancel the pre-authorized order/reservation. Cancellation # _____ (required).
Reason for cancellation _____.
Person I spoke to _____.
9. _____ I have returned/canceled (circle one) the merchandise on _____ (MM/DD/YY) because _____.
Enclosed is documentation showing proof of return or cancellation.
10. _____ The attached credit slip was listed as a charge on my statement.
11. _____ I was issued a credit slip for \$ _____ on _____ (MM/DD/YY), which has not been posted to my account. I have enclosed a copy of my credit slip.
12. _____ The charge in question was a single transaction (sale #1), but was billed twice to my statement. I did not authorize the second transaction.
Sale #1 \$ _____ Ref. # _____
Sale #2 \$ _____ Ref. # _____
13. _____ I am not disputing this charge, however, I need a copy for my records.
14. _____ Other, please explain:

Account #:

Cardholder's Name:

Cardholder's Signature: _____

Date Signed: _____ Daytime Phone #: _____